

CLARION COUNTY
Job Posting
October 28, 2022

<input checked="" type="checkbox"/> External
<input checked="" type="checkbox"/> Internal

POSITION: 9-1-1 Telecommunicator I
Non- Exempt, Full-Time, 80 hours per pay

DEPARTMENT: Department of Public Safety, Shippenville, PA

PAY GRADE: Starting Rate, \$14.00 per hour

BENEFITS: Up to family coverage for health, dental, and vision insurance effective first of the month after date of hire (employee pays 12.5% of premium, county pays 87.5%). \$1,500 stipend if you do not need the county insurance. Life insurance coverage at no cost to employees. 5 Vacation days first year, 10 vacation days starting second year, 3 personal days per year, 10 sick days per year, 13 paid holidays off. Enrollment in Clarion County's Pension plan (vested after 5 years, eligible to retire at 55 with 20 years of service).

POSTING DATE: Friday, October 28, 2022

DEADLINE TO APPLY: Friday, November 11, 2022, at 4:00 PM.

HOW TO APPLY

A County application and copy of your transcripts are required to be considered for the advertised vacancy.

Applications are available at:

www.co.clarion.pa.us/how_do_i/apply_for/employment_opportunities/index.php

GENERAL DEFINITION

This is specialized, highly technical work. The telecommunications Officer (TCO-1) receives and processes public safety requests from citizens or other emergency response agencies. Once a request is received, the telecommunicator must interrogate, prioritize, and dispatch appropriate public safety agencies (Police, Fire, EMS and HazMat). Work is often completed under extremely stressful situations. All work must be completed accurately and rapidly, no matter what the situation is. Position requires strict adherence to confidentiality.

ESSENTIAL FUNCTIONS

- Process incoming information from a multi-line computerized telephone system quickly and accurately
- Relay information to appropriate agencies rapidly and accurately
- Document all information in appropriate digital or hard copy documents
- Train and master the operation of all 9-1-1 operating systems (Zetron, Motorola, New-world, CLEAN, LAN)
- Certify and operate the Pennsylvania CLEAN and NCIC System terminal
- Completes and certifies in the Clarion County DPS, 9-1-1 Division Training Curriculum.
- Certified Pennsylvania State 9-1-1 Dispatcher
- Certified Emergency Medical Dispatcher
- Certified Emergency Fire Dispatcher
- Certified Emergency Police Dispatcher
- Complete the County EMA Staff Training
- Respond with DPS Director for Mobile Command and HazMat Operations as needed
- Complete continuing education credits as required to maintain certifications
- Provide excellent customer service

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- Assist with the training and provide guidance to new personnel
- Attends meetings, seminars and training as necessary
- Performs other related duties as required.

SUPERVISION

Position reports directly to the On-Duty 9-1-1 Shift Lead and 9-1-1 Coordinator

PHYSICAL REQUIREMENTS

- Ability to speak clearly and distinctly
- Manual dexterity sufficient for using a keyboard
- Hearing acuity (Must pass required hearing evaluation)
- Ability to separate out relevant speech or sounds from background noise
- Mental and physical alertness
- Ability to react quickly to emergency situations and changing circumstances
- Distance and close vision, depth perception, visual accommodation, and ability to distinguish colors
- Operation of a motor vehicle
- Travel both within and outside of the county
- Occasional lifting and carrying of objects up to 25 pounds
- Frequent sitting, standing and walking
- Occasional stooping, bending and kneeling
- Ability to work for long consecutive periods of time during emergency situations

Reasonable accommodations will be provided for a qualified individual with a disability in accordance with the Americans with Disabilities Act.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of public safety systems, equipment and procedures
- Working knowledge of PC operating systems
- Knowledge of county geography
- Knowledge of state and federal emergency management rules and regulations
- Knowledge of principles of public administration
- Keyboarding skill, minimum 1500 KBM
- Skill in organizing systems, materials and resources
- Ability to communicate effectively both orally and in writing
- Ability to take action calmly and decisively in emergencies
- Ability to effectively coordinate group action
- Ability to exercise initiative and work independently
- Ability to teach both on a one-to-one and group basis
- Must be able to pass all tests and certification with a 85% or higher including written and practice certifications

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MINIMUM EDUCATION AND EXPERIENCE

High School Diploma or GED

Must be 18 years of age at time of certification to position (PEMA Requirement)

EDUCATION AND TRAINING REQUIRED FOR CETIFICATION

- Completion of all modules in 9-1-1 Training Curriculum
- ETC Basic Telecommunicator Course
- Health Professional CPR
- Priority Emergency Medical Dispatch (3 days travel required).
- Priority Emergency Fire Dispatch (3 days travel required).
- Priority Emergency Police Dispatch (3 days travel required).
- CLEAN/NCIC
- HazMat Recognition and Identification
- Orientation to County EOC
- Duties and Responsibilities of Local EMC
- Damage Assessment
- PEMA Online Course #1, #2 and #3
- FEMA Independent Study #1
- FEMA Independent Study #100
- FEMA Independent Study #200
- FEMA Independent Study #700
- FEMA Independent Study #800
- Knowledge Center -Pennsylvania Emergency Incident Reporting System (PEIRS)
- Emergency Alert System (EAS)
- Terrorism Recognition and Identification
- Must maintain continuing education requirements as outlines in IAED and PEMA

HOW TO APPLY

A County application and transcripts are required to be considered for the advertised vacancy. Applications are only accepted for positions in which we are *actively* recruiting. Applications received for positions not being advertised or general/blanket applications will be discarded.

Applications are available:

- Online by visiting:
www.co.clarion.pa.us/how_do_i/apply_for/employment_opportunities/index.php
- In-Person by visiting the Clarion County Human Resource Office on the 2nd floor of the Administration Building located at 330 Main Street, Clarion, PA 16214
- By fax or e-mail. You must contact the Clarion County Human Resource Office by calling 814-226-4000 EXT 2909 to share your e-mail or fax number.

DEADLINE TO APPLY: Friday, November 11, at 4:00 PM.

WE ARE AN EQUAL OPPORTUNITY EMPLOYER
CLARION COUNTY IS A DRUG FREE WORKPLACE

APPLICANTS WHO REQUIRE SPECIAL ACCOMMODATIONIS DUE TO A DISABILITY SHOULD CONTACT THE HUMAN RESOURCES DEPARTMENT AT 814-226-4000 EXT 2909 FOR ASSISTANCE.